

The four Lessons learned

- During the creation of the Statement Of Work (SOW), Standard Operating Environment (SOE) and the creation of the Program Information Guidelines (PIGS) we have learned four valuable lessons. Make sure you do not repeat the items that did not work well for us.
- We have already made the mistakes for you!

Lesson # 1

Know The Process

- Read the pertinent SOW (at least once)
- If you have questions:
 - Ask your SBC Integration Sales Manager (ISM).
 - Ask your PlanNet consultant.
 - Put the question on the intraNet.

Lesson # 2

It IS OK to escalate problems

- To avoid wasting time, if an issue has not been resolved to your satisfaction after being in the project notes twice escalate it.
- Both SBC and the CSU-CO are creating an escalation process; let them deal with the issues; don't make it your worry.

Lesson # 3

The need for good Communications



- Build a team that includes SBC, PlanNet and the campus Networking personnel
- Pick up the phone and talk, email documentation is good, email WARS are not!!



Lesson # 4

Separate from Process

- Some of the most frequent questions heard during the project are:
 - Is it in the SOW, or something new?
- OR**
- Who's going to pay for this?

Make sure questions like this are escalated up through the proper channels;
don't make them your problems.